Kiwi.com Travel Assistance & Escalation Playbook

Strategies for Fast Track Communication & Chargeback Protection

📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710

Step 1: Accessing Trip Support

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Log into your account via Kiwi app or website interface, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Go directly to 'My Trips' and click on the affected booking, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Tap 'Help' or 'Contact us' to enter the designated support channel, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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This connects your message directly with your itinerary metadata, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Step 2: Safe Chat Communication

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Stick to in-app chat as your primary communication tool, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Avoid searching online for phone numbers to prevent falling for scams, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Unverified call numbers on search engines lead to fake help desks, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Secure messaging protects your sensitive passenger data, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Step 3: Management Escalation Protocol

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Request senior team escalation if your issue remains unresolved, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Specify that front-line answers do not address your flight situation, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Senior agents have higher authority to process emergency vouchers or changes, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Consistently ask for tier-2 specialist review during live chat, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Step 4: Formal Claims & External Resolution

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Use the formal Claims / Refunds & Cancellations tool for financial compensation, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Ensure every monetary claim is logged in the formal tracking portal, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Escalate to European Consumer Centre (ECC) for European Union itineraries, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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File an official ticket complaint with the US Department of Transportation (DOT), 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Submit a bank chargeback request if all internal channels fail to deliver, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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